



2013

1st Quarter

Training Events for 2013

Training At a Glance

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- **March 13th**
“Help My Car is Sinking” and PST1 Overview
- **April 30th—May 3rd** **Communications Training Officers Course (CTO)**
- **May 29th** **Understanding the 800MHz and NIMS and How it Effects Dispatchers**

For more information on class times, locations and training updates visit our website at:
www.in.gov/ipsc

NEW!! Communications Unit Leader (COML)

When: March 25th - 28th, 2013

Where: Clay Fire Station #2
18355 Auten Road
South Bend, IN 46637

Prerequisites: IS 100, 200, 700, 800 and ICS 300. Students will be required to show Certificates of Completion. ICS 400 is recommended.

During all-hazards emergency response operations, radio communications among multiple jurisdictions and disciplines - including law enforcement, fire service, and emergency medical service - is essential. Unfortunately, the absence of an on-scene radio communications coordinator often has compromised critical operations.

This course helps attendees establish the essential core competencies required for performing the duties of the Communications Unit Leader (COML) operating in a local- or state-level incident. These responsibilities include the collection, processing and dissemination as needed to facilitate Operations of Command, general Staff, and Unit Leaders within the confines of a Type 3 AH Incident Management Team. This course is instructor-led training that supports learning through discussion, lecture, and active participation in multiple exercises.

NIMS ICS Position Specific training should be completed by personnel who are regularly assigned to functional, support, or unit leader positions on USFA or other Type III All-Hazards Incident Management Teams (AIHMT), or by those persons who desire to seek credentials/certification in those positions.

Register for class at: www.in.gov/ipsc Click on Training

Communications Center Managers Workshop

The Integrated Public Safety Commission (IPSC) and the Indiana Chapter of APCO are working with the Federal Office of Emergency Communications (OEC) on bringing a workshop to Indiana for Communications Center Managers.

This workshop is designed to help Public Safety Communications Center (PSCC) [both PSAPs and dispatch centers] supervisors and managers assess operations and readiness as they

relate to call processing and interoperable communications capabilities.

For more information and how to register see page 5.





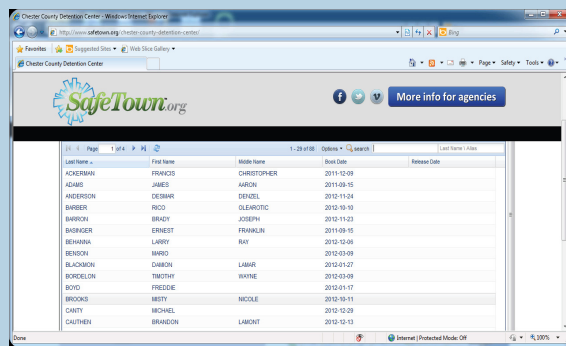
Joining the Statewide CAD System

On January 30th the Indianapolis Police Department and Marion County Sheriff department conducted their kickoff event for the new CAD/RMS/Mobile project. Representatives from the city, county, and InterAct shared their vision for the project, which includes broader regional data sharing, and building better connections with citizens through InterAct's SafeTown initiatives. They provided a brief demonstration of the new system.

Over the next several months they will be planning and conducting their CAD/RMS/Mobile system implementation.

Shelby County and Pulaski County also joined the

Statewide CAD system. They have opted to join the statewide CAD/RMS/Mobile system, as it allows and promotes Interoperability through data sharing.

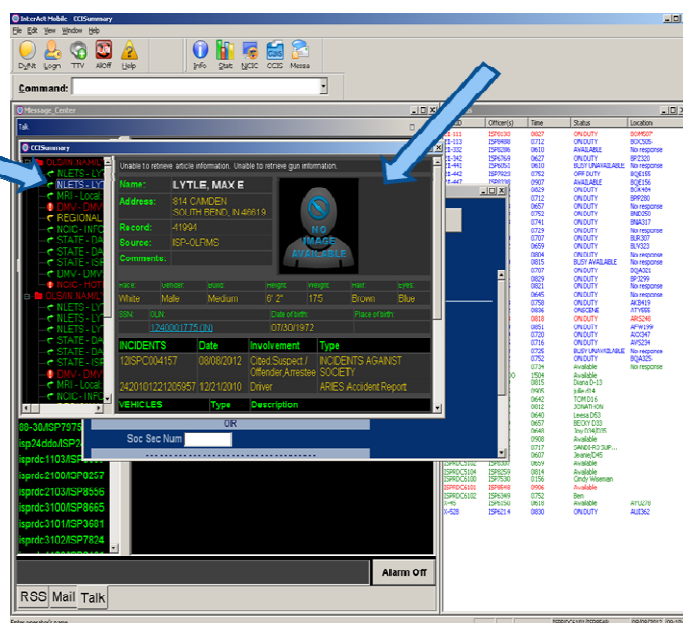
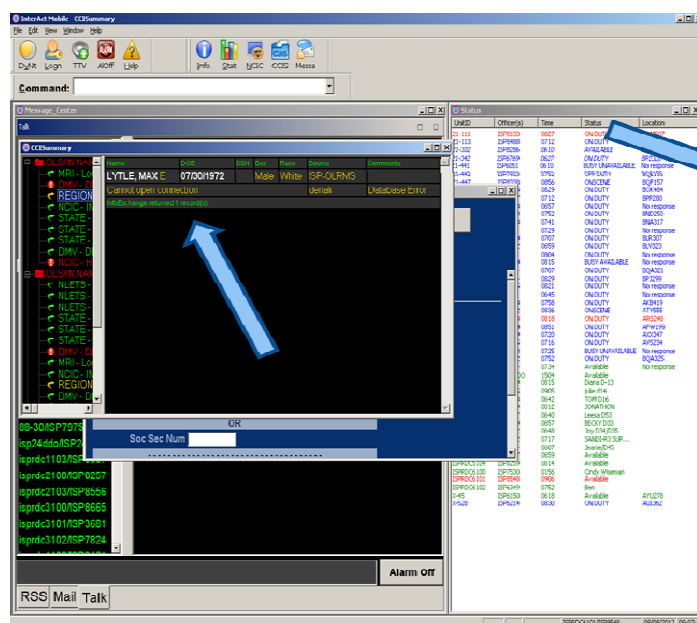


Tips & Tricks

by Angela L (Brown) Starkey, Dispatch Supervisor, ISPRDC6

List RMS Entry using CCI Summary Window

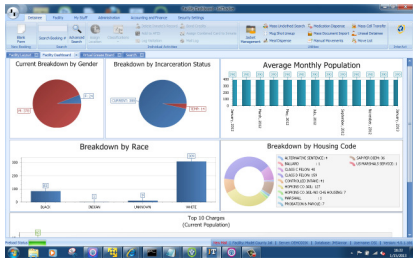
- Click on 'Regional' line item on left side
 - Basic RMS Entry Information listed
- Double left click on Name or License Number on right side
 - Click on NLET line-item on right side
 - System displays information entered into RMS



The Jail Management Solution

Manages Everything in a Facility

The Jail Management Solution (InterAct JMS) addresses the needs of any size facility from small city jails to statewide Departments of Corrections. Facilities save time and money by deploying modules as needed. The basic offering includes the core correction management platform and imaging module. Facilities may opt to enhance the base system with additional modules: GAAP-compliant accounting, barcoding, biometrics, case management, digital documents, electronic signatures, notifications, commissary management, program planning, facility scheduling, and a public information web portal.



Saves Time and Money

The Jail Management Solution helps facilities save money by tracking every penny. The Jail Management Solution contains a fully GAAP-compliant accounting system and comprehensive billing module that

ensures accurate accounts receivable from inmates and other agencies.

The Jail Management Solution also

brings exceptional efficiency and automation to common tasks. Efficiency enhancing features, like one-click rebooking and barcode scanning, allow staff to complete tasks quickly and easily. Time-consuming phone inquiries are eliminated by its public-facing web portal that provides electronic access to commonly requested information.

Reduces Risk and Improves Communications

The Jail Management Solution reduces risk through accurate and real-time inmate tracking, detailed medical records, keep-apart, and incident documentation.

The Jail Management Solution improves internal communications via a virtual grease board and a built-in email system. The notifications module allows anyone to be notified via text message, email, fax, page, print, or Twitter whenever a significant event happens at a facility.

Interconnected

The Jail Management Solution integration with RMS connects administrators to the booking and inmate data they need in their everyday workflow, eliminating the need

to login to multiple systems and improving efficiency of

correctional personnel. Arrest and jacket information can be imported completely, simply, and quickly from RMS.

The Jail Management Solution is also interconnected with CAD, Mobile, Safe-Town apps, and external 3rd party commissary and accounting systems.

Jail Tracker from Interact is an amazing Jail Management System. I would recommend "Jail Tracker" to any jail that ask for my opinion.
SGT. Stephen Tabler,
Pulaski County
Sheriff's Office

Tips & Tricks

A Hidden Advantage to Mobile Quick Run

Did you know that once you select Quick Run from the NCIC/CJIS Response Window, you can run an unlimited number of plate entries no matter what application you are running?



- Quick Run Allows for unlimited plate entries.
- Can be configured to default to your current STATE while allowing the user flexibility to select another STATE.
- Can be minimized and quickly recovered when needed.
- If a HIT returns on a queried TAG, then the NCIC/CJIS display screen will place the Quick Run feature behind Mobile and bring the HIT response to the forefront.

This expanded cross-platform support gives your agency more choices and flexibility in device selection, now and in the future.

PocketCop Now Available for the Android, iPhone and iPad

Version 4.4 of InterAct PocketCop is now available and includes support for the Apple iPhone and iPad platforms and enhanced support for Android devices.

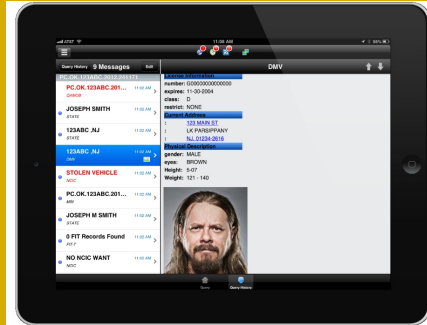
Federal, state and local law enforcement agencies across the State have a mobile solution to enhance productivity in the field by giving officers, agents, and investigators secure, mobile access to critical information, including FBI databases, state motor vehicle files and photos, and agency re-

cords.

In addition to the support of Apple iPhone and iPad platforms, InterAct PocketCop is available on BlackBerry, qualified An-

droid smartphones, and Windows Mobile handhelds. This expanded cross-platform support gives your agency more choices and flexibility in device selection, now and in the future.

Any device used to access Criminal Justice Information System protected data must be approved IDACS, and we strongly advise all agencies to consult with the IDACS representative early in the evaluation process.



SAFE-T System Statistics

The SAFE-T system statistics can be found on the SAFE-T Web Site, <http://www.in.gov/ipsc/2476.htm>

If you do not see what you needed, or need a special reports you can send a request to the IPSC Network operations Center

Email your request to: nocipsc@ipsc.IN.gov

Please allow 2-3 business days for processing.



Follow the CAD project on Facebook and Twitter

www.facebook.com/kellydignin.ipscad

@IPSCCAD



Communications Center Managers Workshop

The Integrated Public Safety Commission (IPSC) and the Indiana Chapter of APCO is working with the Federal Office of Emergency Communications (OEC) on bringing a workshop to Indiana for Communications Center Managers.

This workshop is designed to help Public Safety Communications Center (PSCC) [both PSAPs and dispatch centers] supervisors and managers assess operations and readiness as they relate to call processing and interoperable communications capabilities. The offering also will involve and benefit law enforcement, fire, emergency medical services (EMS), and emergency management agencies utilizing PSCC services. It focuses on PSCC procedures to effectively process and disseminate information for public safety response and the capability to effectively establish interoperable or response-level emergency communications with other jurisdictions, disciplines, and agencies.

This one and a half day workshop will assist PSCC managers to assess their current operations and enhance their short- and long-term planning initiatives. OEC/ICTAP SMEs will conduct the workshop in a seminar-style venue and share examples of best practices from throughout the Nation. During the workshop, participants from one or more PSCCs will discuss current PSCC operations for supporting incidents or events,

whether from the normal PSCC facilities or from alternate locations, such as incident based dispatch operations in the field. Operations personnel from law enforcement, fire, and EMS will also be encouraged to attend and to participate during the workshops, which are designed to provide an understanding of current PSCC operations issues and topics and their impact on interoperable and response-level emergency communications in the field.



This workshop can assess and enhance:

- Current and long-term strategies for PSCC operations

- Tactical/incident-based dispatch policies and procedures

- Developing policies/procedures for incident-based dispatch

- Developing training program for incident-based dispatch

Date: May 7-8, 2013

Time: 0800-1630

Location: IPSC Communications Training Center (CTC). 8468 East 21st Street.

**Lunch will be provided on the first full day.*

Class size is limited to 30 participants. If you have enough interest we can schedule a second class May 9 –10, 2013.



The Integrated Public Safety Commission

This workshop is designed to help Public Safety Communications Center supervisors and managers assess operations and readiness



Indiana Chapter of APCO

Setting up Your Interoperability Training Plan

The way you train, and the way you play is the way you will react. If you do not have a training plan, your personnel will not know how to respond. Here are some training methods that may help you in setting up an Interoperable Communications training plan.

Before setting up an Interoperable Communications Training Plan, you should gather some information.

- Do you have a local plan? This plan would be for your agency, other agencies in your county and surrounding counties.
- Are you familiar with your district plan?

If not, there are a couple of valuable resources you should use. The Integrated Public Safety Commission used grant dollars to populate the Communication Assets & System Mapping (CASM) tool with communication data from the thousands of public safety agencies in the state. In turn, this data was used to create a Tactical Interoperable Communications Plan (TICP) for each of Indiana's 10 homeland security districts. These plans are stored and can be downloaded from the Communication Assets Mapping (CAM) tool.

The CAM tool also be used to create local/county TCIPs. For information about CASM/CAM and how to access it, go to <http://www.in.gov/ipsc/2529.htm>.

Remember that CASM/CAM is just a tool, and some of the information will be missing/need to be updated. Use the forms listed on the [IPSC CASM](#) page to update this information and include it in your plan.

- Are personnel certifications and training current?
- Do you have a Communications Plan?
- Documentation : Standard Operating Procedures (SOP's) should be current and up-to-date. They should be reviewed periodically to ensure your agency policies are current. In-service articles should be shared and studied.

Training Methods

- Practical Exercise: Duplicate job tasks or situations for practice. This will help build skills and knowledge. Have work groups set up to problem solve.
- Certifications: Update Records to get all certifications. Update or recertify when needed.
- Cheat Sheets: These can be utilized to help assist individuals in areas of difficulty.
- Scenarios: Practice situations that can provide understanding and clarity to issues that can arise during a response.
- Platform Teaching: This is a standard lecture-style teaching. It can be used to supplement practical exercises, discussions or simulations.
- Brainstorming: This can be used to work through a problem or issue to help build a solution.
- Trips & Tours: Visit other agencies such as Police, Fire, EMS to see how they work and operate. Tour your county and surrounding counties.
- Simulation/ Role Play: Simulate job tasks to near-real conditions as possible. Have role reversals so that all can experience both sides.
- Case Studies: Use case studies to problem solve. These may be fictional or real.
- Drill and Practice: These should be repeated and guided.
- Computer Based Training: Distance learning or CD's can be used. This may be self paced or instructor led.

**The way you train,
and the way you play
is the way you will
react!**

Setting up Your Interoperability Training Plan (cont)

Instructor Tips

- To be a good instructor requires talent and skills to capture your audience. Preparation is highly important to any type of training you will be providing. Here are some instructor tips to help accomplish your instructor goals.
- Determine your lesson plan ahead of time. The instructor is the subject matter expert. So it is imperative that the lesson that is chosen will provide useful knowledge.
- Know your material. Knowing your material will establish credibility. (This is the most important.)
- Set your objectives. If the objectives are understood then your audience will know what is expected of them.
- Determine your delivery of the material. Power Point, cheat sheets, outlines etc.
- Evaluate your material. Adjustments may need to be made to deliver your information.
- Allow your audience to participate by solving problems. Many adult learners learn better by participation as opposed to hearing someone telling them what to do. Maintain a positive attitude and listen to all comments, discussions and questions.
- Determine your students learning style. Adult learners can be tactile, audio and/or visual so it is best to incorporate all three into your program.
- Visual learners will require charts, maps, videos and notes. Practice visualizing or practicing words or concepts. Auditory learners will need a class room type setting so recorded lectures may help fill those gaps. Tactile learners will need study sheets and manuals. Keep plenty of note paper around. Use audio and visual media, audio tapes, videos, charts, photos and maps.

In addition to TICPs, there are several other items that are useful to include in your training plan:

- Coverage maps (Mutual Aid/NPSPEC, and other maps are included in the district TICPs, but can also be downloaded here: <http://www.in.gov/ipsc/2334.htm>.)
- Site Trunking Plan
- Radio Programming Templates
- Amateur Radio contacts

**If you do not have a training plan, your personnel will not know how to respond.
The way you train and the way you play is the way you will react!**

Police track down prank caller

Jack Molitor, Associated Press

Updated: Sunday, 20 Jan 2013, 9:41 AM EST

Published : Sunday, 20 Jan 2013, 9:41 AM EST

ANDERSON, Ind. (AP) - Madison County Sheriff's deputies arrested a man who allegedly admitted to making prank calls to 911 while high on drugs Friday.

Zachary J. Dollar, 20, of Anderson, admitted to police he made two calls to dispatch centers that sent officers to nonexistent locations, according to a press release from the Madison County Sheriff's Department.

According to the release, Dollar called Henry County dispatch at about 8:36 a.m., telling operators he went to his friend's house in the 9600 block of West 300 North near Mechanicsburg and found the front door forced open and blood on the floor. Officers from Henry County were unable to locate the address.

About an hour later, Anderson dispatch received a call from Dollar, who said there was a woman shot at the same address. Detectives found the call was made from a phone booth near 5th Street and Scatterfield Road. Officers continued an investigation with the assistance of citizens and wireless networks and were able to identify Dollar as the caller. They arrested Dollar in the 2200 block of East 10th Street, Anderson. Dollar admitted he was high on marijuana when he made the calls, according to the release.

Integrated Public Safety Commission

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IPSC's mission is to facilitate statewide public safety communications. IPSC provides an interoperable and reliable public safety communications system to all Hoosier first responders and public safety professionals for use during routine, emergency and task force situations. Our goal is to strengthen community safety and security by minimizing the financial and technological barriers to interoperable communications through inter-agency cooperation.

Additional information about InterAct is available online at:

Facebook:
<http://www.facebook.com/InterAct911>

Twitter:
<https://twitter.com/#!/interact911>

LinkedIn:
<http://www.linkedin.com/company/interact-public-safety>

Blog
<http://blog.interact911.com/>

YouTube Video
<http://youtu.be/BIOm01NimFA>

A Word From Our CAD Vendor

At InterAct, our mission is to improve the safety and well being of people and their communities. At the core of our mission is providing accessible, responsive, and informative customer support to our clients.

Knowing who to contact and when to contact them is valuable, especially when you rely on critical software applications to run your agency operations.

Our knowledgeable customer service team is here to assist you with any issues or questions you may have, so please don't hesitate to reach out to us!

Your Dedicated InterAct Team

Pat Vaughn, 540.789.3911,
pat.vaughn@interact911.com

Indiana Account Executive

Pat is your area representative available for on-site meetings to help you plan upcoming projects, or to add or upgrade a service or product.

Pam Kaufman,
pam.kaufman@interact911.com

Indiana Customer Care Representative

Pam serves as an extension to our Help Desk support team and works seamlessly with the Help Desk to ensure consistent management and prioritization of your critical support issues and project-based support requirements, or to discuss how we can improve our service.

24/7 Help Desk
800.274.2911

Our US based technical support staff are qualified and trained to respond to your software and hardware support needs, and available to you every hour of every day. Our Help Desk staff is made up of Software Engineers, Hardware Engineers, and Trainers, who are ready to lend their expertise to resolve any technical problem. If an issue cannot be resolved over the phone, and On-Site Maintenance Technician will be dispatched from the nearest InterAct Maintenance Center.

